

Customer Support Resume

Resume template / DOCX, Google Docs, text-based PDF

Best for

Support specialists, CX leads, help desk teams, and client service professionals

Summary

A customer-facing template that turns service work into evidence of problem solving, retention, and product insight.

Sample Skills

- Ticket triage
- Knowledge base writing
- Escalations
- Customer education

Sample Impact Bullets

- Maintained 96% CSAT while handling 55+ weekly customer conversations across email and chat.
- Reduced repeat tickets by rewriting eight knowledge base articles from customer language.
- Escalated recurring product issue with examples that helped engineering ship a permanent fix.